

Advanced Communication Skills

ADVANCED
Communication
SKILLS



Connect Like A Coach

6 2.5 hour sessions
15 ICF CCEU hours total

Transform your mindset

From: Communication is a natural process for coaches

To: There are distinctions in language that can vastly improve your coaching skill

Learn 75 communication concepts and distinctions from Thomas Leonard's Coaching System: 15 Ultimate Outcomes, 15 Communication Style Points, 15 Frameworks, 15 Clarifiers and 15 Deliverables. These 75 compelling concepts provide a comprehensive communication toolkit that will deepen and expand the way you coach.

How this program will make you a better coach

1. You will learn, study and practice each of these 75 concepts in a fun and fast-paced conversation. You will notice the depth and effectiveness of your coaching expand without needing to try so hard. The beauty of these concepts is that they make perfect sense so you don't have to concentrate on them as much as be aware that you can use them.

2. The Play book for this course – created by the late Thomas Leonard – is a masterpiece in writing. Each page is packed with coaching concepts that expand your capabilities and give you fresh ideas. You will find yourself reading and thinking about your players while getting lots of great ideas for your next sessions.

3. You will have A LOT of Fun! Learning and practicing with these powerful tools is really a LOT of fun for an experienced Coach. You will find yourself using them to great effect in your very next client session – they are THAT good and THAT easy to learn and use. Experience the sophisticated wisdom of Life Coaching's Founding Father for yourself and meet experienced colleagues at the same time.

I just love the deliverables. It just makes it so much easier to help clients set the agenda more precisely. I totally plan to include it in my Prep Sheet... almost as a selection of things they can check.

- Linda Walker

5 Key Points

1) 15 Ultimate Outcomes

This is good stuff! When we are coaching our clients with Advanced Communication we want to think BIG and these Ultimate Outcomes help us do just that!

A) You have a more profound impact as a coach.

The more you are aware of these outcomes, the more you are able to upsell your client on the notion of going for their ultimate outcomes rather than just the next goal on the list.

B) They inspire the client.

When the client has something bigger to go for, they are inspired. Each of these outcomes has an emotional hook for clients.

C) Provides language for describing the value of coaching - for you and your clients.

Sometimes it's difficult for a client to articulate what they got out of the coaching experience, and this gives them (and you) some items to put their finger on.

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5 Key Points (continued)

2) 15 Clarifiers

In order to know which of the proficiencies to use at any given time, the coach needs to know, and sort through, what they are hearing. Thus the 15 Clarifiers which help the coach know the nature of what they are hearing and guides them to select the most important element of what they are hearing. Once this is clear (it can take just a millisecond), the coach naturally choose the most fitting proficiency.

3) 15 Communication Style Points

How you come across and interact/relate with your player can accelerate or slow down the coaching process. We've identified 15 aspects of communication that we call the Style Points. Each of these 15 Style Points can help you become more effective coach by tweaking your coaching communication style.

4) 15 Frameworks

Frameworks are places that the coach (and player) come from in their thinking, perception, behavior and attitudes. Frameworks expand thinking, which can result in players moving forward more quickly and with less effort. Think of a space ship being launched. It needs the thrust of booster rockets to break the inertia/gravity/weight to get the rocket beyond the pull/heaviness of Earth's atmosphere so that it can play effortlessly in space, where there is no resistance. Something similar happens to the player when their frameworks are expanded. Blocks to success are reduced and progress accelerates.

5) 15 Deliverables

Deliverables are what the coach delivers; Which is distinct from the outcomes that the player may have or cause as a result of the coach's deliverables. (Deliverables vs. outcomes is a key distinction in coaching). Just knowing these will improve your Coaching.

The 75 concepts...

The Ultimate Outcomes

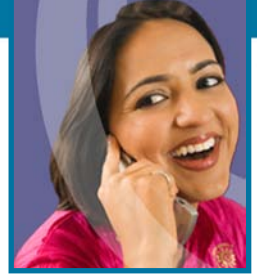
1. Personal legacy.
2. Financial independence.
3. More, or better, opportunities.
4. Design a perfect life.
5. Expand capacity.
6. Fulfilling lifestyle.
7. Business and career success.
8. Relationships.
9. Mastery.
10. Increased performance.
11. Vitality.
12. Personal sovereignty.
13. More time.
14. Increased creativity.
15. Stimulating environments.

The 15 frameworks helped me feel more empowered – providing more options and/or new ways to consider situations – by applying them to my own life, to better cope or meet my personal/business challenges, so I'm sure that sharing them with my clients will provide the same sense of wisdom and empowered that will help them realize their own success faster and easier.

- Christine Bunnell

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The 75 concepts (continued)...

The Clarifiers

1. Urgent or Important?
2. Addressed or Avoiding?
3. Accurate or Interpretation?
4. Open or Resistant?
5. Internal or External Reference Point?
6. Want or Could/Should/Need?
7. Opportunity or Possibility?
8. Source or Symptom?
9. Opening or Share?
10. Response or Reaction?
11. Create or Eliminate?
12. Problem or Concern?
13. Present or Past?
14. Acceptance or Resistance?
15. Toward or Away From?

The Frameworks

1. It's all solvable, or it's not.
2. Risk is always reducible.
3. There's usually a better way.
4. Success is a byproduct.
5. Emotions are our teachers.
6. Delay is increasingly expensive.
7. Inkling is higher intelligence.
8. The answer is somewhere.
9. Self-confidence can be arranged.
10. Memes and genes are evolving at different rates.
11. Work is for joy.
12. Problems are immediate opportunities.
13. People are doing their very, very best, even when they clearly are not.
14. Awareness is unifying.
15. Life is about us, and it's not personal.

The Style Points

1. Hears what is actually said.
2. Responds cleanly.
3. Takes client's concerns seriously.
4. Speaks simply.
5. Is light and neutral.
6. Is collaborative.
7. Communicates in full-duplex mode.
8. Fully expresses.
9. Keeps up.
10. Hears between the lines.
11. Uses commonly understood words.
12. Is self-assured.
13. Is client-centric.
14. Is comfortable with problems.
15. Is "with" the client.

The Deliverables

1. Perspective
2. Validation
3. Message
4. Energy
5. Solution
6. Plan
7. Structure
8. Resource
9. Options
10. Caring
11. Training
12. Advice
13. Strategy
14. Feedback
15. Challenge

How useful these clarifiers are for the coaching session. That they can be used by both the client and the coach. How much they help to foster the rapport with the client. As I become more familiarized with them the technique of clarification becomes an integral part of my daily self talk. This is a technique that should be used in most day to day communications because it cuts to the chase, and opens up the possibility for a better level of understanding.

- Janet Palmer

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